

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

George H Fuller & Son Company

Rhode Island Manufacturing Extension Services

Lean Efficiency Sparkles At George H. Fuller And Son Co.

Client Profile:

George H. Fuller and Son Co., Inc. is a Pawtucket, Rhode Island-based manufacturer of precious and semi-precious coins, jewelry, and findings. The company, founded in 1860, has approximately 38 employees and reported annual revenues of approximately \$9 million.

Situation:

Mr. F. Paul Mooney, President of George H. Fuller and Son, attended a meeting of the Rhode Island/Attleboro (Massachusetts) Jewelry Alliance, which sponsored a presentation about lean manufacturing by the Massachusetts Manufacturing Extension Partnership (Mass MEP). Mr. Mooney identified with some of the issues described in the presentation and wanted to know more about possible solutions. He scheduled a meeting at his company's facility. Mass MEP also brought in the Rhode Island Manufacturing Extension Services (RIMES), as both organizations are NIST MEP network affiliates and Fuller Co. is located in Rhode Island.

Solution:

After discussion and a factory tour, the RIMES/Mass MEP lean team led Fuller Co. through a value stream mapping exercise to uncover wasteful or non-value-added areas in the manufacturing processes and discover ways to reduce that waste. RIMES and Mass MEP trained Fuller Co.'s floor staff to recognize and implement lean manufacturing concepts that could help the company realize more cost and labor savings. Since the lean education process began, officials at Fuller have reduced the number of product defects at the end of the manufacturing process from 50 percent to 4 percent. Thanks to suggestions from MassMEP and RIMES consultants, the company has also drastically reduced the amount of unused space on its shop floor, making more room to put in new machinery that speeds up the manufacturing process.

Results:

- Improved operational efficiency.
- Reduced lead time to less than four days.
- Reduced product defects from 50 percent to 4 percent.
- Invested in new capital equipment that improves productivity.

Testimonial:

www.mep.nist.gov



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"Our employees are excited about the program and we've experienced major changes in just 1 month. The consultants from Massachusetts Manufacturing Extension Partnership and Rhode Island Manufacturing Extension Services encouraged input from employees and management, and we were all impressed by how quickly our recommendations were acted upon."

F. Paul Mooney, President